

## ResNet Troubleshooting For Windows 7

When having difficulties accessing the network from your room there are certain pieces of information the IT Help Desk must have before being able to process your call. If at all possible please try to test your computer on a friend's socket that you know to be working.

Please see the step by step instructions below for obtaining the information we require.

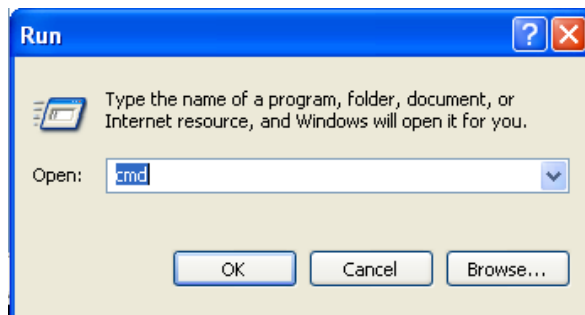
### Step 1

Hold down the '**Windows Key**' & press '**R**'



### Step 2

Type **cmd** then press 'Enter'



### Step 3

Type **ipconfig /all** then press enter

```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

U:\>ipconfig /all
```

#### Step 4

Underneath the heading 'Ethernet adapter Local Area Connection' provide us with the following information.

DHCP Enabled  
Physical Address  
IP Address  
Subnet Mask  
Default Gateway  
DHCP Server  
DNS Servers

```
C:\WINDOWS\system32\cmd.exe
U:\>ipconfig /all

Windows IP Configuration

    Host Name . . . . . : 
    Primary Dns Suffix . . . . . : isad.isadroot.ex.ac.uk
    Node Type . . . . . : Hybrid
    IP Routing Enabled . . . . . : No
    WINS Proxy Enabled . . . . . : No
    DNS Suffix Search List . . . . . : isad.isadroot.ex.ac.uk
                                        ex.ac.uk
                                        isadroot.ex.ac.uk
                                        ex.ac.uk
                                        ac.uk

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix . : ex.ac.uk
    Description . . . . . : Broadcom NetXtreme 57xx Gigabit Controller
    Physical Address. . . . . : 
    Dhcp Enabled . . . . . : Yes
    Autoconfiguration Enabled . . . . . : Yes
    IP Address . . . . . : 
    Subnet Mask . . . . . : 255.255.248.0
    Default Gateway . . . . . : 144.173.39.254
    DHCP Server . . . . . : 144.173.6.71
    DNS Servers . . . . . : 144.173.6.71
                            144.173.6.6
    Primary WINS Server . . . . . : 144.173.6.15
    Secondary WINS Server . . . . . : 144.173.2.106
                                    144.173.2.108
```